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**ARIZONA CORPORATION COMMISSION**

**KRISTIN K. MAYES**  
Commissioner

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September 18, 2006

Mr. Pat Quinn, President  
Qwest Communications Arizona  
20 East Thomas Road, 1<sup>st</sup> Floor  
Phoenix, AZ 85012

**Re: Qwest's decision to lay off 360 Phoenix-area employees**

Dear Mr. Quinn:

Last week, I was informed of Qwest's decision to lay off 360 Qwest ("Company") employees in two Phoenix call centers. These employees represent approximately eight percent of the Company's workforce in Arizona.

As you know, the financial condition of the Company has been improving over the past year, as noted in the Company's 2006 2<sup>nd</sup> Quarter Earnings Release from August 1, 2006.<sup>1</sup> In the same release, the Company reported significant improvement in customer service.

I would like the Company to provide answers to the following questions regarding these layoffs and the affected employees:

First, given the Company's improved financial condition and improved customer service, why are these layoffs necessary? What specific financial or competitive conditions caused Qwest to make this decision?

Second, in light of the Company's statements in its earnings release that it has improved customer service, what effect will these layoffs have on customer service in Arizona? It is my understanding that customer service calls from a segment of Arizona's customers will now be routed to customer service representatives in Minnesota, Washington and Iowa. What is Qwest doing to ensure that those call centers are able to adequately address Arizona-specific customer concerns?

Third, what other opportunities are being offered to the employees affected by these layoffs? Are they being given job transfer opportunities to other Company divisions or call centers in the state? Are they being offered the option to transfer to other call centers in other states?

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<sup>1</sup> See Qwest Press Release, August 1, 2006, "Qwest Reports Higher Sequential Net Income, Continued Margin Expansion, and Strong Free Cash Flow." "We are very pleased that we've entered the second half of the year with the momentum of two profitable quarters," said Richard C. Notebaert, Qwest chairman and CEO.

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Thank you for your attention to my questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'K Mayes', with a stylized, cursive script.

Kris Mayes  
Commissioner

Cc: Chairman Jeff Hatch-Miller  
Commissioner William A. Mundell  
Commissioner Mike Gleason  
Commissioner Barry Wong  
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